



Administrative Policies and Procedures: 31.14

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| Subject: | Documentation of TNKids Case Recordings |
| Authority: | TCA 37-5-105; 37-5-106 |
| Standards: | DCS Practice Model Standards: 2-400, 2-401, 2-402, 2-403, 2-404; 5-301A, 5-502, 5-600, 5-601, 5-602, 5-603, 5-604 |
| Application: | To All Department of Children's Services Employees with Responsibilities for Documenting TNKids Case Recordings |

Policy Statement:

Contacts with clients and/or collaterals (successful, unsuccessful or face-to-face) shall be documented in TNKids case recordings within thirty (30) calendar days from the date of the contact.

Purpose:

Information entered into TNKids case recordings serves as a reference tool for case workers in accessing historical information and data and preparing various documents, forms and assessments on children and families served. DCS will maintain and improve the management information system to ensure that it collects, organizes and reports data necessary to track outcomes and guide strategic planning.

Procedures:

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| A. Purpose of case recordings | <p>Case recordings serve as:</p> <ol style="list-style-type: none">1. The official record of efforts made to serve DCS client children/youth and families. This information may be used in administrative hearings, court proceedings, audits, and reviews.2. A supervisory tool for management and administrative staff.3. A reference tool for the case management staff for preparing court summaries and other documents, and at the point of case transfer when new professionals are assigned and in need of historical information on the current case.4. Case recordings capture historical information that may be useful after the case is closed if the family has a subsequent relationship with DCS through referrals, reentry, or through the next generation.5. Case recordings can provide important information about the child/youth's life should s/he request it after s/he becomes an adult. |
| B. Confidentiality and sensitivity | <ol style="list-style-type: none">1. When writing case recordings, staff will be mindful of the right to <i>confidentiality</i> and will not include information about persons unrelated to the case, except where those persons have a direct effect on the client child/youth and family |

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| | <p>(in which case, only relevant information will be documented).</p> <p>2. When writing case recordings, without sacrificing accuracy and completeness, staff will be sensitive to the emotional well being of the client child/youth and family in the choice of terminology used (being mindful that the client child/youth and family may be voluntarily or involuntarily exposed to the documentation in the future).</p> |
| C. Appropriateness and quality of case recordings | <p>1. Case recordings must be written in clear, concise and complete sentences without omitting relevant information and not include slang language or subjective/personal value judgments.</p> <p>2. Abbreviations and acronyms used must be commonly understood and acceptable.</p> <p>3. E-mails should not be pasted directly into case recordings.</p> |
| D. Case recordings for custodial cases | <p>Case recordings for custodial cases will:</p> <p>1. Specifically address the strengths and needs identified in the permanency or supervision plan, wherever appropriate include for all case types including Probation/Aftercare.</p> <p>2. Specifically address the efforts and progress made towards permanency plan activities and goals.</p> <p>3. Include information regarding the child/youth's development.</p> |
| E. Documentation outline | <p>1. Case recordings that document contacts with or on behalf of client children/youth and families will identify:</p> <ul style="list-style-type: none"> a) The name (and relationship to the client child/youth) of each person contacted, b) The location of the contact (if the contact is face-to-face or an unsuccessful face-to-face attempt or if the contact documents a family or sibling visitation that was not supervised by the person entering the contact), c) The beginning and end times of the contact, and- d) If telephone contact is made, list who initiated the telephone call. <p>2. The narrative of case recordings that document contacts (face-to-face, or significant telephone calls) with or on behalf of client children/youth and families will be written in the following "PC-COP" format:</p> <ul style="list-style-type: none"> a) Purpose of Contact b) Content - state what was discussed and/or accomplished (specifically indicate any private conversations that occur between case manager and child/youth) c) Observation/Assessment -state in observable/measurable terms: individual behaviors and appearance, interactions among party's present, |

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| | <p>significant environmental factors, any progress made.</p> <p>d) Plan - state what is to be done next as a result of this contact, or as a natural progression of the case management process, including date/time and location of the next planned contact.</p> <p>3. Documentation outline for case recordings for Child Protective Services case files will be in accordance with DCS policy <u>14.16, Child Protective Services Case File Organization</u>.</p> |
| F. Unsuccessful contacts | <ol style="list-style-type: none"> 1. Unsuccessful attempts to make direct or telephone contact with or on behalf of client children/youth and families will be entered as a case recording. 2. The following minimum information must be included in such case recordings: <ol style="list-style-type: none"> a) Date and time of the unsuccessful contact, b) Who was to be contacted, c) The location of the unsuccessful contact, d) If it was an attempted direct contact, whether the person(s) to be contacted was/were aware of the planned contact, e) Plan for rescheduling the contact. |
| G. Reviews, hearings, and child and family team meetings | <ol style="list-style-type: none"> 1. The narratives typed in the <i>“Reviews, Hearings, & Child and Family Team Meetings”</i> icon in TNKids must comply with <i>Section “E”</i> of this policy. 2. All efforts made by DCS staff to encourage and accommodate participation (including notification) of involved parties in reviews, hearings, & child and family team meetings will be documented in case recordings. |
| H. Correspondence and other documentation | <p>Documentation of e-mail, regular mail, facsimiles (faxes), and other materials received/sent may be recorded in TNKids case recordings and, if documented, will include the following minimum information:</p> <ol style="list-style-type: none"> 1. Date sent or received, 2. Name (and relationship to the client child/youth) of the sender and recipient, 3. Type and date of the document, 4. Summary of the pertinent information, 5. Any planned action to be taken based on the content of the document, and 6. Location of the document. |
| I. Supervisory responsibility | <ol style="list-style-type: none"> 1. When supervisory staff directs case management staff regarding a specific action to be taken (or not taken) related to a case, that conversation will be entered by the supervisor as a TNKids case recording. 2. Supervisors will review child welfare data system case recordings using the appropriate case file review tool for cases assigned under their supervision to ensure that appropriate casework and documentation are occurring. |

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| J. Contact with DCS attorneys | <ol style="list-style-type: none"> 1. Conversations between DCS case management staff and DCS Legal Counsel Attorneys may be documented in the TNKids case recordings, but must be limited only to the date, time, person(s) contacted, and purpose of contact. 2. Specific content of the discussion is considered attorney-client privilege, and should not be recorded in the official record (neither in the TNKids case recordings or child/youth's file). |
| K. Printing case recordings | <ol style="list-style-type: none"> 1. TNKids case recordings may be printed and placed in the child/youth's record for convenience, however, that process is not required. Hard copy recordings will be printed for the purposes of audits, court testimony, and when the case is submitted to archives following case closure and/or adoption finalization. 2. If the case recordings are printed and placed in the child/youth's record, the process must comply with DCS Policies <u>9.2, Youth Case Files in DCS Community Residential Facilities</u>, <u>9.7-DOE, Standardization and Confidentiality of Youth Master Files</u>, <u>14.16, Child Protective Services Case File Organization</u> and <u>31.5, Program Operations Child Case Files</u>. 3. Regardless of whether or not case recordings are printed and placed in the child/youth's record, the <u>official</u> case recordings are those in TNKids. 4. Case recordings shared with DCS by contract agencies will be placed in the child/youth's record. It is not required that contract agency case recordings be entered into TNKids. |

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| Forms: | None |
| Collateral documents: | <i>Handouts from TNKids Case Recordings Training Curriculum</i> |

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| Glossary: | |
| Term | Definition |
| Case Recordings: | The ongoing chronological narrative written by a case manager in a case file that serves to document each contact or to document any activity related to the case. |
| Slang: | Unconventional words or phrases that express either something new or something old in a new way. It is flippant, irreverent, or it may be indecent or obscene. |